

Department of Health & Hospitals, Office of Aging & Adult Services

PART 8 LOCET User Manual for System Users (OAAS and Contracted Users) PART 8

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Section J. SIGNATURES AND COMPLETION DATES

J.19A. How many minutes did this contact and interview take?

SECTION J. SIGNATURES AND COMPLETION DATES	
19A. How many minutes did this contact and interview take?	
<input type="text"/>	<input type="text"/>

The intake analyst will estimate closely the number of minutes which transpired from the beginning of Section A.1. to the last question answered by the informant. If over 99 minutes, enter 99.

Special notes on use of signatures and dates in J.19B. and J.19C. in LOCET:

19B. Date LOCET completed	<input type="text"/>	Year	<input type="text"/>	Month	<input type="text"/>	Day
19C. Signature of Intake Analyst - Date						
a. Signature (sign above line)	<hr/>					
b. Date Signed	<input type="text"/>	Year	<input type="text"/>	Month	<input type="text"/>	Day
c. LOCET Intake Analyst Registration Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The presence of specific signatures and dates on LOCET Section J will cause the software system to assign certain status designations to the LOCET. **It is very important to complete the "signature" and date fields in section J correctly so that the correct status designation will be evident on the LOCET. Omission of a "signature" or a date in Section J may cause the LOCET display and the LOCET Individual Summary Page (LISP) to be incorrect.**

A LOCET which has been completed, but has no date in Item J.19B. will not show as "Approved" or "Denied" or "Pending Medical Statement" status. Rather, the absence of a date in J.19B. on a completed LOCET will cause the software to display "Unknown" status. It is very important that the Intake Analyst record the date of completion in J.19B. when a LOCET is **completed**.

SECTION J. SIGNATURES AND COMPLETION DATES	
19A. How many minutes did this contact and interview take?	
19B. Date LOCET completed	
19C. Signature of Intake Analyst - Date	
a. Signature (sign above line)	
b. Date Signed	
c. LOCET Intake Analyst Registration Number	

Conversely, if a LOCET is not completed due to an interruption in the interview, it is just as important **not** to complete J.19B. so that the software system may assign the correct status of



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19B. Date LOCET completed

Year Month Day

19C. Signature of Intake Analyst -- Date

a. Signature (sign above line)

b. Date Signed

Year Month Day

c. LOCET Intake Analyst Registration Number

19B. Date LOCET completed

Year Month Day

19C. Signature of Intake Analyst -- Date

a. Signature (sign above line)

b. Date Signed

Year Month Day

c. LOCET Intake Analyst Registration Number

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All prior versions are obsolete

A notebook entry is to be made by the intake analyst for each LOCET which is interrupted such as described above. The notebook entry will indicate the reason for the interruption **and the last LOCET item completed.** An additional notebook entry will be made to indicate the name of the informant who called back, and the date and time of the return call. Remember that Item J.19B would be completed at the close of this subsequent phone call if the LOCET is completed at that time.

- **At least one Pathway met prior to Interruption:**

If Item J.19C is completed and the applicant meets criteria because of triggering responses in at least one pathway, then the LOCET will not be considered "Incomplete" after the one-business-day "hold open" period, even in the presence of some missing answers. The Software system will convert the "Incomplete Status" to "Approved Status" at the end of that next business day.

- **No Pathway met prior to Interruption:**

If item J.19C is completed and the applicant **does not meet** criteria in ANY Pathway AND there is **at least one missing answer in one Pathway**, then the LOCET will be considered INCOMPLETE and the Software system will **hold it open for one business day** to allow the applicant / informant to complete the unanswered questions –NOT to change already-answered questions.

- **Call-back within One Business Day after Interrupted Call:**

When the informant calls back within one business day, the analyst will complete the interview regardless if the applicant has already qualified or not.

At the completion of the LOCET, Item J.19.B will be completed by the analyst.

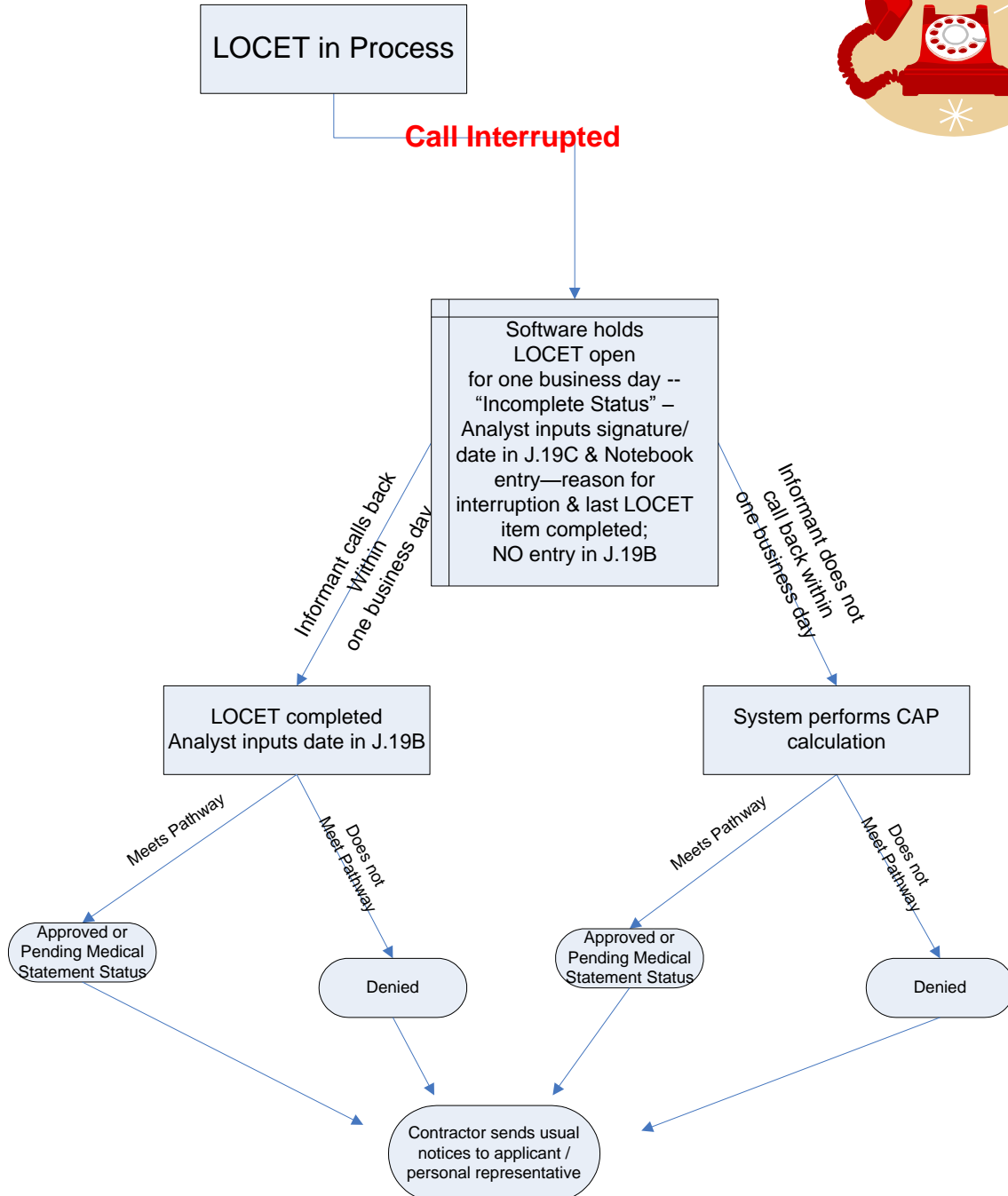
- **No Call-back within One Business Day after Interrupted Call:**

If all Pathway answers were not answered within one business day, the LOCET Incomplete Status would default to a Denied Status.

(See Process Chart for Interrupted LOCET on next page.)



Process Chart for Interrupted LOCET Calls Contracted Users Only



J.19D. Signature of Approval by Override – Date:

This field is reserved for a LOCET Systems Administrator. His/her name will be entered in J.19D.a. in the event of a Systems Override approval.

19D. Signature of Approval by Override – Date

a. Signature (sign above line)

b. Date Signed

Year Month Day

The date of a LOCET Systems Administrator’s override will be entered in J.19D.b.

A user who is not designated as a LOCET Systems Administrator will not have access to Items J.19D.a. and J.19D.b. The fields will appear grayed-out on his / her LOCET screen.

J.19E.¹ Signature of Reviewer – Accepted – Date:

The OAAS-designated reviewer will use this field to indicate the completion of a review which was done on a LOCET which is currently in Pending Medical Statement (PMS) Status. PMS status will be generated if the only Pathway of eligibility is Pathway 3 or Pathway 4 or Pathway 5 (or any combination of these Pathways). This PMS status indicates that medical documentation must be reviewed to determine if eligibility is met. The reviewer will determine if the conditions or treatments noted on the LOCET in these Pathways are documented.

^{1,11} ***Special Note on Items J.19E. and J.19F.: Pending Medical Statement Status on LOCET will require a review of the medical documentation submitted at the time of or subsequent to the LOCET interview. The OAAS-designated reviewer will determine if the conditions and/or treatments indicated in LOCET Pathways 3, 4, and/or 5 are supported by the Statement of Medical Status or other medical documentation received. If there is any question regarding whether or not the documentation supports the conditions and /or treatments, the reviewer must request assistance from a supervisor or LOCET System Administrator. Guidance will be given to help determine which decision is appropriate. More documentation may be required and requested. These situations should be rare, but are possible.

The OAAS-designated reviewer must consult the criteria for approval for Pathways 3, 4, and 5 found in this manual (Part 6, pages 5, 9 and 11). If the reviewer determines that the conditions and/or treatments captured in Pathways 3, 4, or 5 are sufficiently documented and meet those criteria, the reviewer will enter his/her name in item J.19E.a., and the date of the signature in item J.19E.b.

The reviewer should also make a very short notebook entry mentioning the main point(s) of the review and how documentation meets criteria.

I.e., Pathway 3 indicates four visits to the MD within the look-back period. Date of last visit to MD office on SMS must support this statement.

Sample notebook entry: "SMS: Last MD Visits: mm/dd/yyyy, mm/dd/yyyy."

The SMS (or other medical documentation received) may be scanned (per office protocol) into the LOCET System Software and attached to this applicant's file. (See Part 11 of this manual on Image Handling.)

Completion of item J.19E under these conditions will cause the status of the LOCET to change from "Pending Medical Statement" Status to "Approved" Status.

If the user notes that the software system did not change to "Approved" status, the Event Log must be examined to determine if the date the SMS received is input. **The LOCET Software System is designed to change to "Approved" status only if the above conditions are met AND there is a date in item J.19G.2. (Date Form SMS received from applicant).** Please see further instructions in Section J.19G.2 of this manual.

J.19F.11² Signature of Reviewer – Rejected – Date:

The OAAS-designated reviewer will use this field to indicate the completion of a review which was done on a LOCET which is currently in Pending Medical Statement (PMS) Status. PMS status will be generated if the only Pathway of eligibility is Pathway 3 or Pathway 4 or Pathway 5 (or any combination of these Pathways). This PMS status indicates that medical documentation must be reviewed to determine if eligibility is met. The review will determine if the conditions or treatments noted on the LOCET in these Pathways are documented.

The OAAS-designated reviewer must consult the criteria for approval for Pathways 3, 4, and 5 found in this manual (Part 6, pages 5, 9 and 11). If the reviewer determines that the conditions and/or treatments captured in Pathways 3, 4, or 5 are sufficiently documented and meet those criteria, the reviewer will enter his/her name in Item J.19F.a., and the current date in item J.19F.b.

The reviewer should also make a very short notebook entry mentioning the main point(s) of the review and how documentation does not meet criteria.

I.e., Pathway 5 indicates physical rehab was given for 45 minutes on the previous week, and is scheduled for 135 minutes during the next week. The SMS does not indicate any Specialized Rehab in “Special Care Procedures,” and the diagnoses in Section II of the SMS do not support any rehabilitation needs.

Sample notebook entry: “SMS: No documented Rehab, diagnoses are: ----- (enter diagnoses shown on SMS shown in Section II and on LOCET in Section GG).”

The SMS (or other medical documentation received) may be scanned (per office protocol) into the LOCET System Software and attached to this applicant’s file. (See Section in this manual on Document Handling.)

² *****Special Note on Items J.19E. and J.19F.:** Pending Medical Statement Status on LOCET will require a review of the medical documentation submitted at the time of or subsequent to the LOCET interview. The OAAS-designated reviewer will determine if the conditions and/or treatments indicated in LOCET Pathways 3, 4, and/or 5 are supported by the Statement of Medical Status or other medical documentation received. If there is any question regarding whether or not the documentation supports the conditions and /or treatments, the reviewer must request assistance from a supervisor or LOCET Administrator. Guidance will be given to help determine which decision is appropriate. More documentation may be required and requested. These situations should be rare, but are possible.

Completion of item J.19F under these conditions will cause the status of the LOCET to change from “Pending Medical Statement” Status to “Denied” Status.

If the user notes that the software system did not change to “Denied” status, the Event Log must be examined to determine if the date the SMS received is input. **The LOCET Software System is designed to change to “Denied” status only if the above conditions are met AND there is a date in item J.19G.2. (Date Form SMS received from applicant).** Please see further instructions in the section which pertains to Item J.19G.2.

J.19G. Event Log

The LOCET System Event Log will be used to compile dates which are pertinent to the disposition of each LOCET. Care must be taken to update the event log whenever pertinent to allow for users to have quick access to the latest activity on a LOCET case. The LOCET System software will occasionally generate Onscreen Prompts when it detects the need for an update to the event log. At other times, the user must be aware of the need for an Event Log entry without prompting.

The user must be aware of all events which must be recorded in the Event Log. Data is gathered from these fields for statistical research on all LOCET cases recorded. Incomplete data in these fields causes our statistics to be deficient and hinders any quality improvement initiatives. **It is imperative that all users record all dates for each LOCET event in the Event Log.**

A complete Event Log will afford the user knowledge of the activity on each case with a quick look. The Event Log dates will be compiled and displayed on the scroll bar on the lower portion of the LOCET assessment screen. The following dates will be recorded:

Item 1. Date Form (SMS) sent to applicant – If the applicant has met LOCET criteria only on Pathway 3 or 4 or 5, a Statement of Medical Status is to be sent to the applicant/personal representative. Explanation must be included to instruct the applicant on proper completion of the form. Enter date form is sent in Item 1.

Item 2. Date Form (SMS) received from applicant – Enter the date the Statement of Medical Status (SMS) is received by the Intake Analyst from applicant. This field must be completed in all “PATHWAY 3, 4 or 5 only” approvals or denials. If this field is blank for a LOCET which is approved in Pathway 3 or 4 or 5 only, “Approved” status will not be displayed in the software on the LISP.

If the client (or facility) has submitted medical documentation for review other than the SMS, input the date of receipt of that other medical documentation.

Item 3. Date of Audit Review Completion – Enter the date the audit is completed.

As directed by OAAS State Office, a percentage review of all LOCET cases will be conducted soon after the original interview. These cases will be randomly selected from all OAAS programs.

Item 4. Date Denial Notice Sent: -- Enter the date the denial notice letter is sent.



Item 5. Date Completed Packet Received.

(For Nursing Facility admission only) Enter date a **complete packet** is received from a Nursing Facility. A complete packet includes the LOCET, the SMS, the MD order to admit, the PASARR, and the Form 148.

Item 6. Date of Appeal request received – Enter the date when a notice of docketed Appeal is received from the Bureau of Appeals (BOA).

Item 7. Date Appeal Decision received – Enter the date OAAS receives the written decision from the Bureau of Appeals (BOA) regarding the disposition of the Appeal.

Item 8. Date Level II PASARR screening requested – This field is not used at this time.

Item 9. Date Level II PASARR screening completed – This field is not used at this time.

Item 10. Date Program Choice Approval sent to applicant – Enter date this form is sent to applicant.

The Program Choice Approval letter is sent to those applicants who request to be placed on the Request for Services Registry (RFSR). It indicates to the LOCET applicant the fact that his / her preliminary Level of Care Determination is an approval. It explains that, for Home and Community Based services, the LOCET has been “passed” and lists the program choices which were recorded by the LOCET Intake Analyst. The form requests the applicant sign, date and return the form to the contracted agency after checking to see that the programs indicated are the one(s) chosen. The applicant should make any changes necessary on the form to correct the information shown.



Item 11. Date Program Choice Form received. Enter date letter returned (with signature) from applicant. At this time, the applicant’s choices in Section FF (Program Choice) must be checked and updated if necessary. Section FF on the LOCET is not a locked section for this purpose. Section FF on the LOCET screen must match the Program Choice(s) indicated by the applicant on the signed Program Choice Form.



Item 12. Date call ended due to uninformed caller – Complete this field only if it was determined that the informant was determined to be uninformed about the applicant’s activities in the look-back periods. In that case, enter date the phone call ended. If LOCET Item B.6 was answered with selection 3 or 4, most often this will indicate the caller is uninformed about the recent activity of the applicant. This date, in combination with Item J.19B. being left blank, will cause the LOCET Status of “Incomplete – Uninformed Caller” to be displayed.

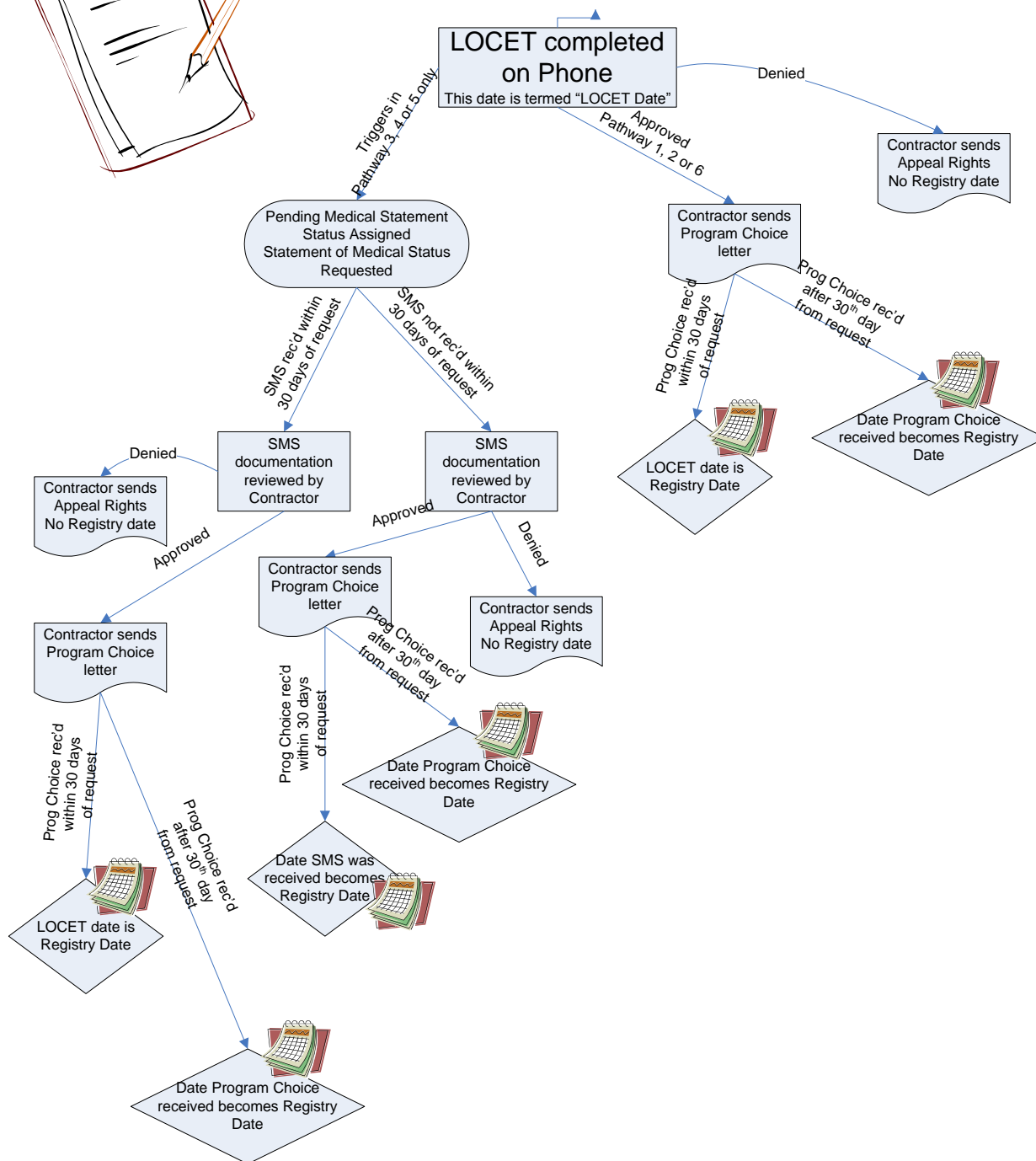


Item 13. Registry Date/Time: Enter date and time (using military time expression -- see Section 4.8.2.1 for conversion of time to military time expression) applicant is placed on registry. The Registry Date is determined by the date of the LOCET, the date of the return of the Statement of Medical Status (if one is required) and the date of the return of the Program Choice Form.

Please see Process Flowchart which follows for proper protocol for Registry Date Determination.



Process Chart for Registry Date



Item 14: Effective Date of Service:



For Nursing Facility admission only, enter the date the applicant is actually admitted into a nursing facility or the date the applicant is found financially eligible by the Medicaid parish office, whichever is later.



For Home and Community Waiver Programs only, this field will be completed after a waiver slot has been offered. At that time the effective date of service will be entered. For this purpose, the effective date of service is defined as the Vendor Payment Date.

LT-PCS

For LT PCS Program only, enter the beginning date of the first Prior Authorization.

Item 15: Admit Date:



For Nursing Facility admission only, enter the date the applicant is actually admitted into a nursing facility.



For Home and Community Waiver Programs only, this field will be completed after a waiver slot has been offered and a Comprehensive Plan of Care (CPOC) completed and approved. For this purpose, the admit date is defined as the date the Comprehensive Plan of Care (CPOC) has been reviewed and approved by the OAAS regional office.

LT-PCS

For LT PCS Program only, enter the beginning date of the first Prior Authorization.

J.19H. Entering Verification of Caregiver Status:

If an applicant's LOCET indicates "Pending Imminent Risk" status, a request for verification of Caregiver Age and / or Disability will be made. When the applicant submits documentation of caregiver status, the reviewer will determine if the caregiver is 70 years of age or older, or has a disability.

The reviewer will indicate the results in LOCET Item J19.H or J19.I.

Figure K-5 displays two identical forms for signature and date entry. The top form is for item 19H, 'Signature of Pending Imminent Risk Reviewer -- Accepted -- Date', and the bottom form is for item 19I, 'Signature of Pending Imminent Risk Reviewer -- Rejected -- Date'. Each form has a horizontal line for a signature (labeled 'a. Signature (sign above line)') and a date field (labeled 'b. Date Signed'). The date field consists of three boxes: a two-digit month box, a two-digit day box, and a four-digit year box, separated by hyphens. Labels 'Month', 'Day', and 'Year' are placed below their respective boxes.

19H. Signature of Pending Imminent Risk Reviewer -- Accepted -- Date

a. Signature (sign above line)

b. Date Signed

Month Day Year

19I. Signature of Pending Imminent Risk Reviewer -- Rejected -- Date

a. Signature (sign above line)

b. Date Signed

Month Day Year

Figure K-5

After reviewing the caregiver status documentation submitted, the reviewer will place his or her name in J19H.a. and the date in J19.H.b. if the documentation of caregiver status supports the caregiver age of 70 years or older or caregiver disability. The reviewer's name in this item will indicate that the documentation has been "Accepted" as proof of caregiver status which meets Imminent Risk criteria.

By completing J19H.a. and J19.H.b. within the 34 days of completion of the LOCET, the Imminent Risk status will be changed from "Pending" to "Triggered" on the Imminent Risk CAP display.

This input must be done within 34 days of completion of the LOCET for the Imminent Risk status of "Pending" to change to "Met" on the LOCET Assessment List Grid display. The LOCET Assessment List Grid display will state "Closed" and the LOCET Imminent Risk CAP display will state "Did Not Trigger" if this input is not completed within the 34 days immediately after the LOCET completion.

If the Imminent Risk review is taking place more than 34 days after the date of LOCET completion, see discussion of LOCET Item K, Part 9, Section 9.0.4 of this manual, for instructions on additional input required.

Conversely, if the documentation submitted does not support the caregiver status as stated on the LOCET (caregiver is not at least 70 years old or disabled), the reviewer will place his or her name in Item J19I.a. and the date in J19I.b. (See Figure K-7.) If this input is done within 34 days from the LOCET completion date, “Pending” Imminent Risk status will change to “Did Not Trigger” on the Imminent Risk CAP display and to “Not Met” on the LOCET Assessment List Grid display.

19I. Signature of Pending Imminent Risk Reviewer -- Rejected -- Date

a. Signature (sign above line)

b. Date Signed

Month Day Year

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This input into J.19I.a. and b. indicates that the documentation received is “Rejected” as proof of caregiver status as required by Imminent Risk criteria. This input must be done within 34 days of completion of the LOCET for the status to change to “Not Met” on the LOCET Assessment List Grid display. The LOCET Assessment List Grid display will continue to state “Closed” if this input is not completed within the 34 days immediately after the LOCET completion. The LOCET Imminent Risk CAP display will state “Did Not Trigger” in this case.

If the Imminent Risk review is taking place more than 34 days after the date of LOCET completion, see discussion of LOCET Item K, Part 9, Section 9.0.4 of this manual, for instructions on additional input required.